

# HOGARTH

## ESTATES

## Complaints Procedure

### Complaints Handling Policy

#### Our complaints policy

We are committed to providing a high-quality lettings service. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have nine weeks to consider your complaint. If we have not resolved it within this time you may complain to the Property Ombudsman.

#### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the office manager, who will review your complaint and speak to any relevant member of staff who has dealt with you. She will do this within 15 days of sending you the acknowledgement letter and will send you a detailed written reply to your complaint, including her suggestions for resolving the matter.
3. At this stage, if you are still not satisfied, you should contact us again and we will arrange for Ed Gormley (the director of the company) to review the decision.
4. We will write to you within 15 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
5. If you are still not satisfied, you can then contact the:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire SP1 2BP

about your complaint. Normally, you will need to bring a complaint to the Property Ombudsman ([www.tpos.co.uk](http://www.tpos.co.uk)) within six months of receiving a final written response from us about your complaint (or you becoming aware of it).

For further information, you should contact the Property Ombudsman on 01722 333 306 or at [admin@tpos.co.uk](mailto:admin@tpos.co.uk)